KZN: KZN433) - Schedule of Service Delivery Standards Table XX

Description	Ref	2016/17	2017/18	2018/19	Current year			
Standard		Actual	Actual	Audited	Original	Adjusted	Full Year	Service Level
Solid Waste Removal								
Premise based removal (Residential Frequency)		Once a week	Once a week	Once a week	Once a week	Once a week	Once a week	
Premise based removal (Business Frequency)		Daily	Daily	Daily	Daily	Daily	Daily	
Bulk Removal (Frequency)		As & when re	As & when re	As & when re	As & when req	As & when req	As & when required	
Removal Bags provided(Yes/No)		Yes	Yes	Yes	Yes	Yes	Yes	
Garden refuse removal Included (Yes/No)								
Street Cleaning Frequency in CBD		Daily	Daily	Daily	Daily	Daily	Daily	
Street Cleaning Frequency in areas excluding CBD		Daily	Daily	Daily	Daily	Daily	Daily	
How soon are public areas cleaned after events (24hours/48hours/longer)		24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	
Clearing of illegal dumping (24hours/48hours/longer)		48 Hours	48 Hours	48 Hours	48 Hours	48 Hours	48 Hours	
Recycling or environmentally friendly practices(Yes/No)		Yes	Yes	Yes	Yes	Yes	Yes	
Licenced landfill site(Yes/No)		partial yes						
Water Service								
Water Quality rating (Blue/Green/Brown/N0 drop)		n/a	n/a	n/a	n/a	n/a	n/a	
Is free water available to all? (All/only to the indigent consumers)		n/a	n/a	n/a	n/a	n/a	n/a	
Frequency of meter reading? (per month, per year)		n/a	n/a	n/a	n/a	n/a	n/a	
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)		n/a	n/a	n/a	n/a	n/a	n/a	
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		n/a	n/a	n/a	n/a	n/a	n/a	
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)								
One service connection affected (number of hours)		n/a	n/a	n/a	n/a	n/a	n/a	
Up to 5 service connection affected (number of hours)		n/a	n/a	n/a	n/a	n/a	n/a	
Up to 20 service connection affected (number of hours)		n/a	n/a	n/a	n/a	n/a	n/a	
Feeder pipe larger than 800mm (number of hours)		n/a	n/a	n/a	n/a	n/a	n/a	
What is the average minimum water flow in your municipality?		n/a	n/a	n/a	n/a	n/a	n/a	
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		n/a	n/a	n/a	n/a	n/a	n/a	
How long does it take to replace faulty water meters? (days)		n/a	n/a	n/a	n/a	n/a	n/a	
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)								
Electricity Service								
What is your electricity availability percentage on average per month?		100%	100%	100%	100%	100%	100%	1
Do your municipality have a ripple control in place that is operational? (Yes/No)		no	no	no	no	no	no	
How much do you estimate is the cost saving in utilizing the ripple control system?								
What is the frequency of meters being read? (per month, per year)		per month	per month	per month	per month	per month	per month	
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)		one month	one month	one month	one month	one month	one month	
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		one month	one month	one month	one month	one month	one month	
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)		Immediately	Immediately	Immediately	Immediately	Immediately	Immediately	
Are accounts normally calculated on actual readings? (Yes/no)		Yes	Yes	Yes	Yes	Yes	Yes	
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		Yes	Yes	Yes	Yes	Yes	Yes	
How long does it take to replace faulty meters? (days)		Five munites	Five munites	Five munites	Five munites	Five munites	Five munites	
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)		Yes	Yes	Yes	Yes	Yes	Yes	
How effective is the action plan in curbing line losses? (Good/Bad)		Bad	Bad	Bad	Bad	Bad	Bad	
How soon does the municipality provide a quotation to a customer upon a written request? (days)		2 days	2 days	2 days	2 days	2 days	2 days	
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)		one day	one day	one day	one day	one day	one day	
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)		one day	one day	one day	one day	one day	one day	
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)		one day	one day	one day	one day	one day	one day	
Sewerage Service								
Are your purification system effective enough to put water back in to the system after purification?		n/a	n/a	n/a	n/a	n/a	n/a	
To what extend do you subsidize your indigent consumers?		n/a	n/a	n/a	n/a	n/a	n/a	
How long does it take to restore sewerage breakages on average								
Severe overflow? (hours)		n/a	n/a	n/a	n/a	n/a	n/a	
Sewer blocked pipes: Large pipes? (Hours)								
Sewer blocked pipes: Small pipes? (Hours)		n/a	n/a	n/a	n/a	n/a	n/a	
Spillage clean-up? (hours)		n/a	n/a	n/a	n/a	n/a	n/a	
Replacement of manhole covers? (Hours)		n/a	n/a	n/a	n/a	n/a	n/a	
Road Infrastructure Services								
Time taken to repair a single pothole on a major road? (Hours)		8 Hours	8 Hours	8 Hours	8 Hours	8 Hours	8 Hours	
Time taken to repair a single pothole on a minor road? (Hours)		4 hours	4 hours	4 hours	4 hours	4 hours	4 hours	
Time taken to repair a road following an open trench service crossing? (Hours)		3 days	3 days	3 days	3 days	3 days	3 days	
Time taken to repair walkways? (Hours)		1 days	1 days	1 days	1 days	1 days	1 days	
Property valuations								
How long does it take on average from completion to the first account being issued? (one month/three months or longer)		One month	One month	One month	One month	One month	One month	One month
Do you have any special rating properties? (Yes/No)		No	No	No	No	No	No	No
Financial Management								
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)		Decrease	Decrease	Decrease	Decrease	Decrease	Decrease	Decrease
Are the financial statement outsources? (Yes/No)		Yes	Yes	Yes	Yes	Yes	Yes	Yes
Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balalnce?		Yes	Yes	Yes	Yes	Yes	Yes	Yes
How long does it take for an Tax/Invoice to be paid from the date it has been received?		30 days	30 days	30 days	30 days	30 days	30 days	30 days
Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?		Yes	Yes	Yes	Yes	Yes	Yes	Yes
Administration								
Reaction time on enquiries and requests?		2 days Mux	2 days Mux	2 days Mux	2 days Mux	2 days Mux	2 days Mux	
Time to respond to a verbal customer enquiry or request? (working days)		same day	same day	same day	same day	same day	same day	
Time to respond to a written customer enquiry or request? (working days)		2 days Mux	2 days Mux	2 days Mux	2 days Mux	2 days Mux	2 days Mux	
Time to resolve a customer enquiry or request? (working days)		1 day	2 day	3 day	4 day	5 day	6 day	
What percentage of calls are not answered? (5%,10% or more)		0%	0%	0%	0%	0%	0%	
How long does it take to respond to voice mails? (hours)		none						
Does the municipality have control over locked enquiries? (Yes/No)		no						
Is there a reduction in the number of complaints or not? (Yes/No)		yes						
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)		1 day						
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?		As it required	As it required	As it required	As it required	As it required	As it required	
Community safety and licensing services								
How long does it take to register a vehicle? (minutes)		3 minutes	3 minutes	3 minutes	3 minutes	3 minutes	3 minutes	
How long does it take to renew a vehicle license? (minutes)		2 mninutes	2 mninutes	2 mninutes	2 mninutes	2 mninutes	2 mninutes	
How long does it take to issue a duplicate registration certificate vehicle? (minutes)		1 minutes	1 minutes	1 minutes	1 minutes	1 minutes	1 minutes	
How long does it take to de-register a vehicle? (minutes)		2 minutes	2 minutes	2 minutes	2 minutes	2 minutes	2 minutes	
How long does it take to renew a drivers license? (minutes)		3 minutes	3 minutes	3 minutes	3 minutes	3 minutes	3 minutes	
What is the average reaction time of the fire service to an incident? (minutes)		5 minutes	5 minutes	5 minutes	5 minutes	5 minutes	5 minutes	
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)		30 minutes	30 minutes	30 minutes	30 minutes	30 minutes	30 minutes	
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)		1 hour	1 hour	1 hour	1 hour	1 hour	1 hour	
Economic development								
How many economic development projects does the municipality drive?		2	2	2	2	2	5	
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?		1	1	1	1	1	2	
What percentage of the projects have created sustainable job security?		nil	nil	nil	nil	nil	50	
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)		no	no	no	no	no	Yes	
Other Service delivery and communication								
Is a information package handed to the new customer? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Are customers treated in a professional and humanly manner? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	